

Message

From: Victoria Ruvalcaba [Victoria.Ruvalcaba@tceq.texas.gov]
Sent: 10/10/2018 7:10:07 PM
To: Nancy.Johnson_tceq.texas.gov [Nancy.Johnson@tceq.texas.gov]
Subject: fiche/film conversion process
Attachments: FTP instructions.pdf

Good Afternoon Nancy,

There are two options available to view the requested documents:

1. You (or a representative) are able to come in to the TCEQ Customer Viewing Area to review the microfilm/microfiche by requesting these records in person.
2. You can request to have the microfilm/microfiche imaged; as detailed below:

Fees: Microfilm Imaging: \$15 per microfilm roll, \$1.00 per CD required to provide the requested files, and shipping cost.

Microfiche Imaging: \$3.75 per fiche jacket (or sheet), \$1.00 per CD required to provide the requested files, and shipping cost.

If you would like the files to be sent electronically please provide the email used for your FTP account. If you do not have an FTP account you can set up an account with the instructions attached. Once you have created your account, please reply with the email address used.

Please be advised that microfilm/microfiche imaging requests have an average completion expectation of 2 – 3 weeks from acknowledgement of the request. The Central File Room will contact you upon completion of the request to arrange for final payment through the TCEQ Copy Center.

If the total is \$100 or more please be advised that a 50% deposit is required based on the volume being requested for imaging. The TCEQ Copy Center will contact you regarding payment of the deposit amount once this option is requested. The customer can always call or email us when submitting a request, cfrreq@tceq.texas.gov

Helpful link regarding any questions you may have about FTP <https://ftps.tceq.texas.gov/help/>

Thank you,

Victoria Ruvalcaba
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How is our customer service? Fill out our online customer satisfaction survey at www.tceq.texas.gov/customersurvey.